

Access Paratransit Performance Report for APAC

Date: 1/4/2021

Performance measures for: November 2020

1. Ridership

- Monthly Access Boardings – 39,949
- Cost \$96.25 per boarding

2. Productivity and Service Provision

Access Metro's target is for at least 1.61 Access passengers per service hour. Currently productivity is low due to fewer rides and the 2 persons maximum on a vehicle for social distancing.

- Access Passengers Per Hour – 1.28
- Access Vehicle Hours – 28,767.63

3. Service Quality

Metro has a target of at least 90% of our Access trips being on-time (arriving between fifteen minutes before and 15 minutes after the requested trip time).

- On-Time Performance: 94.8 for pickups 92.6 for appt with opt/out

4. Booking Trips

- No data at this time

5. Maintenance

- No data at this time

6. Safety & Security

Target is 2.0 accidents per 100,000

- Accidents 5.95 per 100,000

What are the standards?

On-Time Performance

A rider can expect to be picked up and/or dropped off within or before the respective window 92% of the time

Pick-Up Window

- A rider is given a 30-minute pick-up window
- Early pick-ups are counted as on time and monitored
- Pick-up is late if the vehicle arrives 1-29minutes after the end of the window
- Pick-up is excessively late if vehicle arrives 30-60 minutes after the end of the window
- Trip is missed if the vehicle arrives 60+ minutes after the end of the window

Appointment Drop-Off Window

- A rider is given a 30-minute appointment drop-off window
- Early drop-offs 60, or more, minutes ahead of appointment time
- Late drop-offs are 0 up to 10 minutes after the appointment time
- Missed drop-offs 10, or more, minutes after your appointment time

On-Board Time

- On Board Time (OBT)is fixed-route travel time plus 15 minutes
- Excessively long trips are longer than OBT no more than 4% of the time
- Access has a “no strand” policy and negotiates a will call ride home as schedule permits